

THE NEW BHAGYA LAKSHMI PATTERN WORKS

Quality Manual

Revision Number : 00

Date of Issue : 01.07.18

Doc.No. TNBLPW/QM/01

Conforms to ISO-9001:2015

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0.0 Revision History and Approval

| Rev. | Nature of changes | Approval | Date |
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1.0 Welcome to THE NEW BHAGYA LAKSHMI PATTERN WORKS

2.0 It was a humble start up.

3.0 THE NEW BHAGYA LAKSHMI PATTERN WORKS is proud to be the harbinger of the Care, Commitment and Concern, the corporate mantras of the conglomerate were taken into consideration at the very outset and had been instilled with its associates since then. And the result is the name 'MI..' has been synonymous with trust and reliability. What it trusts more is QUALITY with a big Q.

4.0 Quality is ingrained in the work of our colleagues and our values. We are dedicated to the delivery of quality PRODUCTS in and around the city. Our business practices and processes are designed to achieve quality PRODUCTS that meet the expectations of the customers, colleagues, business PARTNER 1s and regulators. We have a relentless passion of Quality in everything we do.

5.0 Founded and headed by visionary entrepreneur pioneering with multifaceted talents, to make a mountain out of a molehill with their Midas touch that turned the company into one what it is today.

6.0 MI. believes that the leaders empower those around them by sharing knowledge and rewarding the outstanding individual effort. Leaders are those who step forward to achieve difficult goals, envisioning what needs to happen and motivate others And following their leader's footsteps THE NEW BHAGYA LAKSHMI PATTERN WORKS strives for continual improvement in its performance, measuring results carefully, and ensuring that the integrity and respect for people are never compromised.

4.0 Context of Organization

4.1 UNDERSTANDING THE ORGANIZATION AND ITS CONTEXT

THE NEW BHAGYA LAKSHMI PATTERN WORKS has reviewed and analyzed key aspects of itself and its stakeholders to determine the strategic direction of the company. This involves:

- Understanding our core products and services, and scope of management system (see 2.2 below).
- Identifying "interested parties" (stakeholders) who receive our Products, or who may be impacted by them, or those parties who may otherwise have a significant interest in our company. These parties are identified in the document **Context of the Org Proc..**
- Understanding internal and external issues that are of concern to THE NEW BHAGYA LAKSHMI PATTERN WORKS and its interested parties; also identified in the document

Context of the Org Proc. Many such issues are identified through an analysis of risks facing either THE NEW BHAGYA LAKSHMI PATTERN WORKS or the interested parties. Such issues are monitored and updated as appropriate, and discussed as part of management reviews.

This information is then used by senior management to determine the company's strategic direction. This is defined in records of management review, and periodically updated as conditions and situations change.

4.2 UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERSTED PARTIES

THE NEW BHAGYA LAKSHMI PATTERN WORKS has determined interested parties needs in terms of their statutory / regulatory requirement ,contractual obiligation and their expectation through establishment of QMS

4.3 DETERMINING THE SCOPE OF THE QUALITY MANAGEMENT SYSTEM

Scope Statement

Based on an analysis of the above issues of concern, interests of stakeholders, and in consideration of its products and services, THE NEW BHAGYA LAKSHMI PATTERN WORKS has determined the scope of the management system as follows:

DESIGN, MANUFACTURER OF VALVES, CONTROL VALVES, VALVES AUTOMATION, ACTUATORS, COCKS, PIPE & PIPE FITTINGS, STRAINER, SLUICE GATE

Facilities Within the Scope

Permissible Exclusions

The following requirement of the ISO 9001-2015 neither affects the organization's ability nor absolves it from its responsibility, to provide product that meets customer and applicable statutory and regulatory requirements. The exclusions are limited, depending on type of product, customer requirements and applicable statutory and regulatory requirements.

Design and Development (ISO 9001 : 2015 Clause No. : 8.3)-

As product manufactured by the company is a standard product which is manufactured as per drawings or samples provided by customer / available in market or as per national international standards and company is not involved in the designing of the product.

Scope of the Quality Manual

This manual is prepared for the purpose of defining the company's interpretations of the ISO 9001:2015 international standard, as well as to demonstrate how the company complies with that standard.

This manual does not strictly follow the numbering structure of ISO 9001. Instead, Appendix B presents a cross reference between the sections of this manual and the clauses of ISO 9001:2015.

This manual presents "Notes" which are used to define how SI has tailored its management system to suit its purposes. These are intended to clarify implementation approaches and interpretations for concepts which are not otherwise clearly defined in ISO 9001:2015

4.4 QUALITY MANAGEMENT SYSTEM AND ITS PROCESSES

THE NEW BHAGYA LAKSHMI PATTERN WORKS has adopted a process approach for its management system. By identifying the top-level processes within the company, and then managing each of these discretely, this reduces the potential for nonconforming Products. discovered during final processes or after delivery. Instead, nonconformities and risks are identified in real time, by actions taken within each of the top-level processes.

Note: not all activities are considered "processes" – the term "process" in this context indicates the activity has been elevated to a higher level of control and management oversight. The controls indicated herein are applicable only to the top-level processes identified.

The following top-level processes have been identified for THE NEW BHAGYA LAKSHMI PATTERN WORKS :

- MARKETING
- PURCHASE
- QC
- Prod.
- Store

Each process may be supported by other activities, such as tasks or sub-processes. Monitoring and control of top level processes ensures effective implementation and control of all subordinate tasks or sub-processes.

Each top-level process has a **Process Definition Doc** document which defines:

- applicable inputs and outputs
- process owner(s)
- applicable responsibilities and authorities
- applicable risks and opportunities
- critical and supporting resources
- criteria and methods employed to ensure the effectiveness of the process

- quality objectives related to that process

The sequence of interaction of these processes is illustrated in Appendix A.

Note: Appendix A represents the typical sequence of processes, and may be altered depending on customer or regulatory requirements at the job or contract level, as needed.

5 LEADERSHIP

This chapter presents the THE NEW BHAGYA LAKSHMI PATTERN WORKS's management initiative and commitment to effective implementation and operation of QMS. In addition, this chapter highlights the roles and responsibilities associated with QMS operation.

5.1 Leadership and Commitment

THE NEW BHAGYA LAKSHMI PATTERN WORKS is committed to security. The management has constituted Information System Security Forum, which is responsible for defining and improving the QMS.

Management provides evidence of its commitment to the establishment, implementation, operation, monitoring, review, maintenance and improvement of the QMS as defined in QMS documentation, by

- a) Establishing an information security policy;
- b) Ensuring that information security objectives and plans are established and implement towards strategic direction.
- c) Ensuring adequate resources for the establishment of QMS.
- d) Communicating to the organization the importance of meeting information QUALITY objectives and conforming to the QUALITY policy, its responsibilities under the law and the need for continual improvement;
- e) Ensuring sufficient resources to establish, implement, operate, monitor, review, maintain and improve the QMS, so that intend outcome is achieved
- f) Directing & supporting person through training and providing resources' for the effectiveness of QMS.
- g) Promoting continual improvement by auditing ,corrective action as applicable and use of various tools and techniques
- h) Conducting management reviews at regular interval .

5.2 CUSTOMER FOCUS :

The management appreciates and analyses the customer requirements during its market survey, discussion with customers, customers' feedback, technological enhancement and the range of product available in the market. Management believes in the determination of the customer requirement and ensure that these are fulfilled with the aim of enhancing Customer satisfaction.

5.2 Quality Policy

THE NEW BHAGYA LAKSHMI PATTERN WORKS is required to comply within the framework of the top-level security policy statement of the organization. Refer Information System Security Policy that states:

The management of THE NEW BHAGYA LAKSHMI PATTERN WORKS is committed to:

- Satisfaction of its esteemed customers by providing quality product at right time and at reasonable price.
- Improving effectiveness of quality management system by continual improvement, meeting customer requirements and periodic review of objectives and targets.
- Prevention of Environmental Pollution, Injury & ill Health to all persons.
- Ensuring adherence to all applicable legislation's and regulations / other requirements.
- Compliance through Continual Improvement in Products, Processes, Services, Technology and Resource Utilization.

QUALITY OBJECTIVES

The important quality objectives of the Organization are :

- To reduce number of customer complaints and non-conformities in products, process and quality system by at least 2% every year.
- Continual training, involvement, motivation of employees, vendors & franchises (min. 1 training per man per year).
- To reduce cost / process time of key processes (1 process per year)

5.3 ORGANIZATION ROLES , RESPONSIBILITIES AND UTHORITIES

REF. DOC. ANNEXURE –I

6.0 PLANNING FOR THE QUALITY MANAGEMENT SYSTEM

QUALITY MANAGEMENT SYSTEM PLANING

| PROCESS | ISO CLAUSE | QM REFERENCE | OTHER DOCUMENT REFERENCE | RESP. | Objectives |
|-----------------------------|---------------|----------------------------------|--------------------------------|------------|--|
| CONTRACT REVIEW SALES | 7.2 | QM / 01 SECTION 7 PARA 4.2 | QP / 7.2 | PARTNER 1 | Customer satisfaction above 90%, Enquiry conversion to order at least 70 % |
| PURCHASE | 7.4 | QM / 01 SECTION 7 PARA 4.4 | QP / 7.4 | PARTNER 1 | Vendor rating above 90% |
| QUALITY CONTROL | 8.2.4, | QM / 01 SECTION 7 & 8 | QUALITY PLAN | SUPERVISOR | To reduce rejection by 2% |

| | | | | | |
|---------------------------------------|-------|------------------------------------|-----------------|------------|---|
| | 7.6 | PARA 4.4.3 & 4.2.4 RESP. | | | p.a., |
| PACKING MAINTENANCE | 7.5 | QM / 01 SECTION 7 PARA 4.5 | QUALITY PLAN | SUPERVISOR | To reduce rejection during transportation by 2% p.a., |
| STORES & DESPATCH | 7.5.5 | QM / 01 SECTION 7 PARA 4.2.2 | ----- | SUPERVISOR | 2 Months / variable |
| INTERNAL AUDIT | 8.2.2 | QM / 01 SECTION 8 PARA 4.2.2 | QP / 8.2.2 | M. R. | Min one opportunity of improvement per two audits |
| MRM | 5.6 | QM / 01 SECTION 5 PARA 4.5 | QP / 5.6 | M. .R. | In time completion of planned activity for continual improvement. |
| TRAINING (PERSONNEL, VENDORS) | 6.2.2 | QM / 01 SECTION 6 PARA 4.1.2 | QP / 6.0 | M.R. | To provide minimum training 1 training / man / year |

6.1 ACTION TO ADDRESS RISKS AND OPPORTUNITIES-GENERAL

RISKS AND OPPURTUNITIES is a proactive approach to mitigate the future risk in advance. Future risk can be assessed through:

- Historical data on NCs
- Incident Reports
- Security Breaches
- Industry Trends
- Technology enhancements

It is the responsibility of the SC to consider and prioritize (based on RA) the above-mentioned (but not limited to same) parameters for future security threats. Based on his consideration, the IRS prepares a 'RISKS AND OPPURTUNITIES Plan' to mitigate risks to an acceptable level. The Plan is submitted to ISSF for approval and resource allocation.

implements the approved plan and records results on actions taken. Actions are reviewed for effectiveness and adequacy against SI security targets.

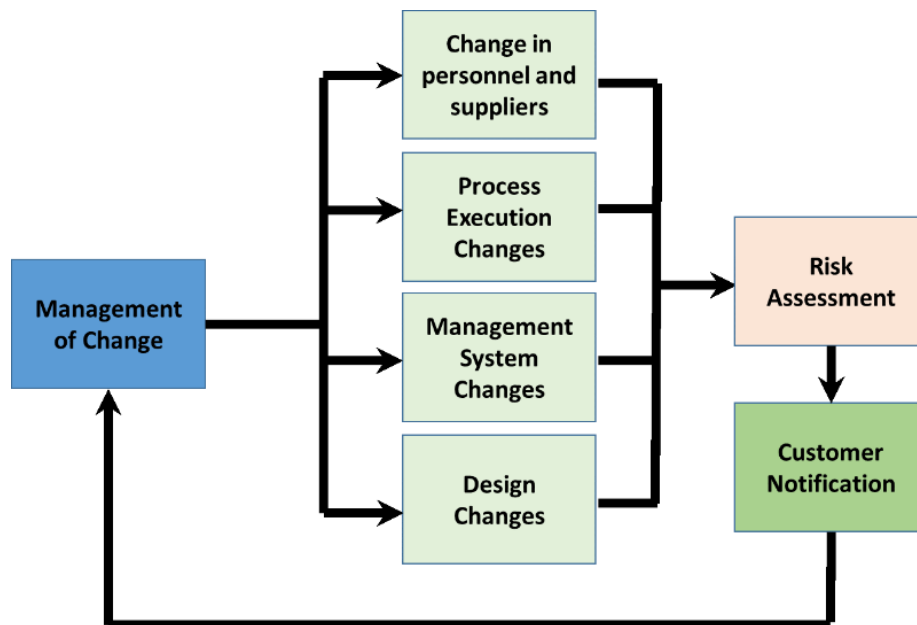
6.2 QUALITY OBJECTIVES AND PLANNING TO ACHIEVE THEM

6.3 PLANNING OF CHANGES

Planning of Changes starts with identifying the change requirement. The following are the some of the changes generally takes place in any organization: (the list is exhaustive, some of the important changes discussed here)

1. Change in the scope of the Quality Management system
2. Policy change
3. Product change (technology improvement, raw material change, change in customer requirement etc..)
4. Process change (Quality Improvements and Productivity increase)
5. Procedure change (equipment changes, new equipment, Raw material changes etc..)
6. Change in Employees (new positions, New recruitments, resignations, Long leave etc..)
7. Change in Management (Mergers, take-overs etc..)
8. Changes in Requirements (customer requirements, code requirements, Legal requirements, QMS requirements etc.,

The change management process is as follow:



7 SUPPORT

7.1 RESOURCES

7.1.1 General

THE NEW BHAGYA LAKSHMI PATTERN WORKS has determined and provided resources needed to:

- Establish, implement, operate, monitor, review, maintain and improve an QMS
- Ensure that QMS procedure support the business requirement
- Identify and address legal and regulatory requirements.
- Maintained adequate security by correct application of all implemented SYSTEM.
- Carry out reviews when necessary, and to react appropriately to the results of these reviews, and
- Where required ,improve the effectiveness of QMS

7.1.2 PEOPLE

To ensure the competence of personnel, job descriptions have been prepared identifying the qualifications required for each position that affects conformity to product requirements. Qualifications include requirements for education, skills and experience. Appropriate qualifications, along with required training, provide the competencies required for each position.

7.1.3 Infrastructure

THE NEW BHAGYA LAKSHMI PATTERN WORKS PARTNER 1 is committed to providing and maintaining suitable facilities that are necessary to implement the Quality Management System that will achieve conformity of product. The required infrastructure and resources are identified, as applicable this includes: building facilities, necessary work space, associated facilities, process equipment, information systems, communication media and transportation. An electronic maintenance program specifies the type and the frequency of needed maintenance, the methods for maintenance and the verification of its completion.

7.1.4 Environment for the operation of processes

PARTNER 1 ensures that the appropriate human and physical factors of the work environment are considered and provided, including such factors as noise, temperature, lighting and etc. THE NEW BHAGYA LAKSHMI PATTERN WORKS is committed to maintain its facilities in a safe and healthy manner, establish and provide an infrastructure that is needed to comply with product requirements.

7.1.5 Monitoring and measuring resources

The monitoring and measuring resources to be undertaken is identified and the monitoring and measuring resources needed to provide evidence of conformity of product to specified requirements is determined. Measuring and monitoring resources is used and controlled to ensure that measurement capability is consistent with monitoring and measurement requirements. In addition, Quality Control reviews and records the validity of the previous measuring results when the resources is found not to conform to requirements. THE NEW BHAGYA LAKSHMI PATTERN WORKS takes appropriate action on the resources and any product affected.

Records of the results of calibration and verification are maintained. The capability of computer software to satisfy the intended application is established prior to initial use and reconfirmed as necessary, when used in the monitoring and measuring of specified requirements.

7.1.6 Organizational knowledge

7.2 Competence

7.3 Awareness

Qualifications are reviewed upon hire, when an employee changes positions or the requirements for a position change. Human Resources maintain records of employee qualifications. If any differences between the employee's qualification and the requirements for the job are found, training or other action is taken to provide the employee with the necessary competence for the job. The results are then evaluated to determine if they were effective. All employees are trained on the relevance and importance of their activities and how they contribute to the achievement of the quality objectives.

7.4 Communication

The THE NEW BHAGYA LAKSHMI PATTERN WORKS management team meets regularly to review quality system performance and to discuss current and future quality initiatives. Performance matrices , meeting notes and action items are posted electronically for the management team for interna and external communication according to documented Management Review procedures. Summary metrics are posted at minimum on THE NEW BHAGYA LAKSHMI PATTERN WORKS portal to ensure that all employees have access to THE NEW BHAGYA LAKSHMI PATTERN WORKS Quality Performance . Other method of communicating the effectiveness of our Quality Management system include department and management meetings, internal audit closing meetings as well as other routine business communication.

7.5 Documented Information

7.5.1 General

7.5.2 Creating and Updating

Creating & Updating are established and maintained to provide evidence of conformity to requirements and of the effective operation of the quality management system

A documented procedure is established, for the identification, storage, retrieval, protection, retention and disposition of all Quality Records. It is ensured that all quality records are legible, readily identifiable and retrievable.

Records required, as evidence of conformance to requirements and for effective operation of Quality Management System are controlled.

7.5.3 Control of Documented Information

All documents related to ISMS requirements are controlled as per '**Preparation, Issue and Control of Documents**', also referred to QMS manual.

This includes:

- Review and approval of documents for adequacy prior to issue / use
- Updation, review and approval of necessary changes in controlled documents
- Availability of current revisions of necessary documents
- Withdrawal of obsolete documents from all points of issue or use to ensure guarding against unintended use.
- All security documents are available on the Intranet for reference and use based on need-to-know requirements.

Any document if printed is considered obsolete.

8.0 OPERATION

8.1 OPERATIONAL PLANNING AND CONTROL

Operation is that sequence of processes and sub-processes required for achieving the product. The organization prepares Quality Plans that describe, how the processes of quality management system are applied.

Management has planned and developed the processes needed for product realization. All processes are consistent with the requirements of QMS including the following as appropriate.

- (a) The specifications, features and functional requirements of the product are integrated in the final product so that it fully serves the purpose of its use.
- (b) Documentation of the details of the processes, resource requirement in terms of material, machine, manpower etc.
- (c) The relevant product and statutory and regulatory specifications are used for preparing the requirements of production processes for - process monitoring, measurement, production, inspection & test, verification and acceptance criteria.
- (d) The records of appropriate inspection at intermediate stages of manufacturing and final inspections are recorded. These records are analysed to give feedback for continual improvement.

The organization determines product realization processes & acceptance criteria, through Quality Plans, Process flow chart, Work instruction, specification etc.

8.2 DETERMINATION OF REQUIREMENTS FOR PRODUCT AND SERVICES

The management determines the customer requirements and ensures that :

- (a) All enquiries are carefully studied, before quoting, to identify that all requirements specified by the customer are adequately defined and there is no requirement which is beyond company's capability in terms of manufacturing capability, specifications, service requirements, delivery schedule, post deliveries activities etc.

The company receives the orders for the standard products which it is manufacturing as per national standards i.e., IS Specifications.

- (b) Any requirement that is necessary for the product use but not stated / specified by the customer, is clarified and agreed with.
- (c) All statutory and regulatory requirements applicable to the product are incorporated in the quality plans for manufacturing of the respective products.
- (d) If there is any additional requirement / information required and decided by the Organization related to the product to execute the order but not stated by the customer, it is clarified, agreed and incorporated prior to delivery of the products. (For Government supplies, pre-delivery inspection is being carried out by Government recognized agencies.)

8.2.1 CUSTOMER COMMUNICATION

The management and marketing department has a well - established system of communication with the customers i.e. telephone, fax, internet, personal visits to customers, correspondence through letters etc. The sales personnel interacts with the customers personally, send catalogues, letters, provide samples etc. to ensure that "

- a. The current product information is available.
- b. The enquiries are properly addressed and answered in time and follow-up is made for its maturing. The contracts or orders received are acknowledged / confirmed and in case of any amendments they are discussed and clarified with the customers.
- c. The Customer Feedback is taken from the customers and the feedback are reviewed. Company also try to get the customer feedback through telephonic discussion and records for improvements.
- d. The customer complaints are recorded and promptly attended.

8.2.2 DETERMINATION OF REQUIREMENTS RELATED TO PRODUCTS AND SERVICES

8.2.3 REVIEW OF REQUIREMENTS RELATED TO THE PRODUCTS AND SERVICES

PARTNER 1 during review of contracts prior to submission of tenders / giving offer or quotations / acceptance of order / change in contract or order ensures that :

- a. Product requirements are adequately defined.
- b. The deviations and clarifications for execution of order / contract, if any, are resolved.
- c. The organisation has the ability, capability and capacity to meet the requirements of the order / contract.
- d. The records of order / contract / tender review are documented and appropriately maintained.
- e. Where the customer does not provide any documented statement of requirements, the customer requirements are confirmed before acceptance through telephone / fax / customer visit, as appropriate.

8.3 GENERAL

8.3.1 DESIGN AND DEVELOPMENT OF PRODUCT AND SERVICES

8.3.2 Design & development planning :

IT IS EXCLUDED FROM THE SCOPE.

8.3 CONTROL OF EXTERNALLY PROVIDED PRODUCTS AND SERVICES

8.4.1 GENERAL

8.4.2 TYPE OF EXTENT OF CONTROL OF EXTERNAL PROVISION

The organization ensures that extent of control of external provision confirm to specified purchase requirements.

- (a) Type and extent of control depends upon :
 - Type of material and its availability.
 - It's impact on product quality.
 - Quality history available through previous records of performance / audit reports.
- (b) Materials and services are procured only from approved supplier.
- (c) The organization evaluates and selects suppliers based on their ability to supply material in accordance with the organization requirements. Criteria for selection and evaluation is one or more of the following.
 - Evaluation of sample.
 - Having a quality system approved by a recognized body to an appropriate standard.
 - Having a satisfactory supply history and past performance.
 - Having been nominated by the customer.
 - Assessment of the capability of supplier / sub-contractor
- (d) Supplier are regularly monitored against quality, delivery and price. The feedback of the discrepancies is sent to them for improvements.
- (e) Records of the results of evaluations and any necessary action arising from the evaluation are maintained.
- (f) The inspection of materials is carried out as per the specifications / Qplan.
- (g) The Quality - Incharge or Store Incharge performs the in-coming inspection on all critical / important material as per the quality plan and only accepted material is released for production.
- (h) Purchase order may include provision for company's verification and method of release of purchased material / item from supplier's premises.
- (i) Where the company verifies purchased, material at supplier's premises, the company specifies verification arrangements and the method of its acceptance.
- (j) Where specified in contract, purchase order include provision for customer access to verify material conformance at the supplier's premises.

8.4.3 INFORMATION FOR EXTERNAL PROVIDERS

The organization ensures that purchased product confirm to specified purchase requirements.

- (k) Type and extent of control depends upon :
 - Type of material and its availability.
 - It's impact on product quality.
 - Quality history available through previous records of performance / audit reports.
- (l) Materials and services are procured only from approved supplier.
- (m) The organization evaluates and selects suppliers based on their ability to supply material in accordance with the organization requirements. Criteria for selection and evaluation is one or more of the following.
 - Evaluation of sample.
 - Having a quality system approved by a recognized body to an appropriate standard.
 - Having a satisfactory supply history and past performance.
 - Having been nominated by the customer.
 - Assessment of the capability of supplier / sub-contractor

- (n) Supplier are regularly monitored against quality, delivery and price. The feedback of the discrepancies is sent to them for improvements.
 - (o) Records of the results of evaluations and any necessary action arising from the evaluation are maintained.
 - Specifications
 - Technical details, if necessary
 - Quantity required
 - Price and delivery details
 - a. Whenever required amendments to purchase orders are issued with the consent of the supplier and the same is informed to all concerned.
 - b. For off-the-shelf items, the purchase executive can buy the items from the shops/traders.
- The organization ensures the adequacy of specified purchase requirements contained in the purchasing documents, prior to their communication to the supplier.

8.4 PRODUCTION AND SERVICE PROVISION

8.5.1 CONTROL OF PRODUCTION AND SERVICE PROVISION

- (a) The inspection of materials is carried out as per the specifications / Qplan.
- (b) The Quality - Incharge or Store Incharge performs the in-coming inspection on all critical / important material as per the quality plan and only accepted material is released for production.
- (c) Purchase order may include provision for company's verification and method of release of purchased material / item from supplier's premises.
- (d) Where the company verifies purchased, material at supplier's premises, the company specifies verification arrangements and the method of its acceptance.
- (e) Where specified in contract, purchase order include provision for customer access to verify material conformance at the supplier's premises.

8.5.2 Identification & traceability :

- (a) All raw material / intermediate products / work in progress and final products are identifiable, where appropriate, through production stages up to the point of delivery by one or more of the following means :
 - Visual recognition,
 - Product name / size,
 - Approved sample,
 - Separate area / location marked for keeping the particular type of product.
- (b) The implementation of system ensures that required monitoring of process, inspection and tests are performed. The identification of products with respect to the inspection & tests results i.e. O.K. re-work, scrape, under process etc. is maintained throughout production cycle, through suitable means. This identification enables the delivery of only conforming products Means used for identification of status is one of the following :

- Separate physical specified location
 - Marking
 - Inspection records
- (c) For traceability , a unique batch no, number is allotted and record is kept with respect to product specification, test reports etc.

8.5.3 PROPERTY BELONGINGS TO CUSTOMERS OR EXTERNAL PARTIES

System made to control verification, identification, storage & maintenance of PROPERTY BELONGINGS TO CUSTOMERS OR EXTERNAL PARTIES included customer owned returnable packing.

- 9 In case of lost ,damage or any problem in such a product the same will be recorded and reported to customer.
- 10 Customer owned tooling, manufacturing, test, inspection tooling & equipments and returnable is included in the same and they will be permanently marked for the owner ship.

8.5.4 PRESERVATION

The organisation maintains and follows all necessary procedures to ensure that the products are property handled during processing, packing and storage so as its quality is maintained.

(a) IDENTIFICATION

Products are suitably determined. [Refer 4.5.3 of this section]

(B) HANDLING

- Precautions are taken at all stages to product materials & product from damage during handling.
- All events of abnormal damage to the product due to handling are investigated and proper corrective & preventive actions are taken.

(C) PACKAGING

Product manufactured by the company will be packed as per work instruction for packaging or specified by the customer and while loading onto transport, care is taken to

- Product goods from loss or damage
- Meet customer requirements.
- Meet all legislative requirements, wherever applicable.
- All products are determined as applicable, through stamp.

(D) STORAGE

- Product / materials are stored so as to prevent damage or deterioration, pending use or delivery.
- Periodic verifications are carried out (atleast once a year) to see the condition of product in storage to detect any damage of product and / or shelf life being exceeded.
- Storage conditions are maintained to ensure that quality of products is maintained.

(e) PRESERVATION / PROTECTION

Whenever required proper preservation / protection conditions are maintained so as to prevent any damage to the end product.

8.5.5 POST-DELIVERY ACTIVITIES

8.4.6 CONTROL OF CHANGES

These are identified & records are maintained.

This includes evaluation of changes on constituent parts and delivered products.

The changes are verified and validated as appropriate and approved before implementation.

The records of the results of the review of changes and any necessary actions are maintained.

8.5 RELEASE OF PRODUCTS AND SERVICES

The Organization monitors and measures the characteristic of the product, to verify that product requirements are fulfilled. This is carried out at appropriate stages of the product realization process in accordance with the planned process flow chart or quality plans.

Evidence of conformity with the acceptance criteria is maintained for the raw material, in-process and final inspection [Refer : Quality plan]

The Final inspection records indicate the person authorizing release of product for dispatch.

Release of product and delivery of service do not proceed until all the planned arrangement have been satisfactorily completed, unless otherwise approved by the relevant authority where applicable by the customer.

8.6 CONTROL OF NONCONFORMING PROCESS OUTPUT , PRODUCT AND SERVICES

The Organization ensures that product which does not confirm to the requirements are determined and controlled to prevent unintended use or delivery.

The organization deals with non-conforming products in one or more of the following ways:

- (a) Non-conforming intermediate products / final products are reviewed and disposed by way of
 - Rework
 - For different use where the product meets the specifications.
 - Scrapped
- (b) Q. C. Head takes the decision and authorises its use, release or acceptance under concession and, where applicable, by the customer.
- (c) By taking action to preclude its original intended use or application.
- (d) Non-conforming in - process and end products are determined, segregated, held and prevented from use / dispatch or inclusion with conforming products.
- (e) Adequate records are maintained, wherever possible, to provide objective evidence that rectification is satisfactorily completed and that re-inspection has been carried out.
- (f) When non-conforming product is detected after delivery or use has started, the organisation takes appropriate action for correction and / or initiates a preventive action to avoid its recurrence.

The control and related responsibilities and authorities for dealing with non-conformance product are defined in a documented procedure

9 PERFORMANCE EVALUATION

9.1 MONITORING, MEASUREMENT ,ANALYSIS AND EVALUATION

9.1.1 GENERAL

The organisation has planned and implemented the monitoring measurement,analysis AND evaluation systems for continual improvement in all processes of Operation.

- (a) The product specifications are derived from the customer and the established market practices over the period of the time. The final products are tested and / inspected and the records are maintained. Only the conforming products are released for dispatch.
- (b) The management by means of conducting Internal audits, review meetins, feedbacks etc. is able to feel the effectiveness of the QMS adopted and implemented. Whenever, there is a need to put more concentration for improving its effectiveness in a particular area / department an appropriate action is initiated and monitored.
- (c) The management is committed to continually improve the effectiveness of the quality management system by adhering to the quality policy and objectives currently in practices.
- (d) The statistical techniques like cause & effect diagram, trends, histogram, graphs are used for control of rejections and re-work at various stages of manufacturing process.

9.1.2 CUSTOMER SATISFACTION

As one of the measurements of the performance of the quality management system, the organisation monitors information relating to customer satisfaction as well the perception as to whether the organisation has fulfilled the customer requirements. PARTNER 1 is responsible for getting customer feedback through customer satisfaction form.

9.3 MANAGEMENT REVIEW

9.3.1 Top Management reviews the implementation of Quality Management System, at least two times in a year to ensure its continuing suitability, adequacy and effectiveness in satisfying the requirements of ISO 9001 : 2015.

The review also includes assessing opportunities for improvement and the need for changes to the QMS, including the quality policy and quality objectives.

For this purpose a Management Committee consisting of PARTNER 1, M.R., STORE, PRODUCTION, Q.C., SERVICE, is formed. Records from management review are maintained. Management reviews form the basis for quality improvement at all levels of the organisation. This also acts as a platform for continual improvement in the product quality to achieve better customer satisfaction.

9.3.2 Management review inputs

The inputs for the management review typically include the current performance and opportunities for improvements on the following :

- a) the status of actions from previous management reviews;
- b) changes in external and internal issues that are relevant to the quality management system;

c) information on the performance and effectiveness of the quality management system, including trends in:

- 1) customer satisfaction and feedback from relevant interested parties;
- 2) the extent to which quality objectives have been met;
- 3) process performance and conformity of products and services;
- 4) nonconformities and corrective actions;
- 5) monitoring and measurement results;
- 6) audit results;
- 7) the performance of external providers;
- d) the adequacy of resources;
- e) the effectiveness of actions taken to address risks and opportunities (see 6.1);
- f) opportunities for improvement.

9.3.2 Management review inputs

The outputs from the Management Reviews typically include actions relating to :

- a) the status of actions from previous management reviews;
- b) changes in external and internal issues that are relevant to the quality management system;
- c) information on the performance and effectiveness of the quality management system, including trends in:
 - 1) customer satisfaction and feedback from relevant interested parties;
 - 2) the extent to which quality objectives have been met;
 - 3) process performance and conformity of products and services;
 - 4) nonconformities and corrective actions;
 - 5) monitoring and measurement results;
 - 6) audit results;
 - 7) the performance of external providers;
 - d) the adequacy of resources;
 - e) the effectiveness of actions taken to address risks and opportunities (see 6.1);
 - f) opportunities for improvement.

10 IMPROVEMENT /10.3 CONTINUAL IMPROVEMENT

10.1 GENERAL

The organization plans and manages the processes necessary for the continual improvement of the effectiveness of Quality Management System and facilitates the continual improvement of Quality Management system through the use of Quality Policy, Quality objectives, Audit results, analysis of data, corrective and preventive actions and management Review.

10.2 NONCOMFIRMITY AND CORRECTIVE ACTION

The organization takes actions to repair the defect observed, which has caused the non-conformity in order to prevent recurrence. Corrective actions are appropriate to the effect of non-conformities encountered.

The documented procedure for corrective action details the requirement for

- a. Reviewing of product non-conformities and customer complaints.
- b. Determining and analysing of causes of non-conformities relating to product, process and quality system and recording of the result.
- c. Evaluating the need for actions to ensure that non-conformities do not recur.
- d. Determining and implementing the action needed to eliminate the causes for N.C.
- e. Recording results of action taken.

- f. The corrective actions taken are reviewed for its effectiveness.

Appendix A: Overall Process Sequence & Interaction

SEQUENCE & INTERACTION OF PROCESSES

